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|  MOSCOW SHEREMETYEVO AIRPORT : official 2-Star Ranking |
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| **RANKING BY TERMINAL** | a 2-Star AirportOfficial Star Ranking |
| Terminal 1 | 2 Star Rating |
| Terminal 2 | 2 Star Rating |
| Terminal 3 | Not Ranked |
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| or_blt_0ct  [Passenger Reviews for Moscow Sheremetyevo Airport](http://www.airlinequality.com/Airports/Airport_forum/svo.htm) |
| or_blt_0ct  [Airport Star Ranking entry](http://www.airlinequality.com/AirportRanking/ranking-intro.htm) |
| or_blt_0ct  [Airport Star Ranking formula](http://www.airlinequality.com/AirportRanking/ranking-formula.htm) |
| or_blt_0ct  [Airport Ranking : A-Z Index](http://www.airlinequality.com/AirportRanking/ranking-A-Z.htm) |

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| **World Airport Star Ranking**® is reviewed annually, with detailed Quality analysis of standards by SKYTRAX. Ranking does **not** have any association with trip reports / traveller assessments in consumer review areas of our web site.  |
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| WEBSITE : Moscow Sheremetyevo Airport |
| Ease of Use | 3 Star Rating | Parking / Transportation information | 4 Star Rating |
| Language Options | 3 Star Rating | Transit / Local hotel details | 2 Star Rating |
| Flight Information | 4 Star Rating | Terminal Guide / Plans | 3 Star Rating |
| Site Design and Layout | 3 Star Rating |   |   |
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| GROUND TRANSPORT : Moscow Sheremetyevo Airport |
|   |
| Selection of Public Transport facilities | 3 Star Rating | Access by car / car parking facilities | 4 Star Rating |
| Location of Public Transport facilities | 3 Star Rating | Short term car park facilities | 4 Star Rating |
| Frequency of Express link(s) downtown | 4 Star Rating | Long term car park facilities | 3 Star Rating |
| Cost of Express link(s) downtown | 3 Star Rating | Location of hotel shuttle buses | Not Ranked |
| Location / Queuing / Availability of taxis | 2 Star Rating | Frequency of hotel shuttle buses | Not Ranked |
| Location / Access to Car Rental facilities | 3 Star Rating |   |   |
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| ARRIVAL - TRANSIT - DEPARTURE : Moscow Sheremetyevo Airport |
|   |
| Walking distances - Arrival / Transit | 3 Star Rating | Transfer between Terminal areas | 2 Star Rating |
| Walking distances - Departure | 3 Star Rating | Ease of Locating Check-in counters | 3 Star Rating |
| Time / Distance to Boarding Gates | 3 Star Rating | Waiting times at Check-In | 3 Star Rating |
| Availability of baggage carts : Airside | 2 Star Rating | Availability of baggage carts : Landside | 3 Star Rating |
| Ease of Transfer : Int'l to Int'l  | 2 Star Rating | Crowds / Queuing in Check-in areas | 2 Star Rating |
| Ease of Transfer : Int'l to Domestic | 2 Star Rating | Seating / facilities near Check-in | 3 Star Rating |
| Ease of Locating Transfer counters | 2 Star Rating | Facilities in meet & greet areas | 2 Star Rating |
| Ease of Locating Airline Lounges | 3 Star Rating | Directional signage around airport | 2 Star Rating |
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| SECURITY & IMMIGRATION : Moscow Sheremetyevo Airport |
|   |
| Waiting times for Security screening | 3 Star Rating | Immigration Queues : Arrival | 2 Star Rating |
| Efficiency of Security screening | 3 Star Rating | Immigration Queues : Departure | 2 Star Rating |
| Staff attitude at Security screening | 2 Star Rating | Fast Track Immigration channel | 2 Star Rating |
| Security staff language skills | 2 Star Rating | Staff Attitude at Immigration | 2 Star Rating |
| Fast Track Security screening | 2 Star Rating | Immigration Staff language skills | 3 Star Rating |
| Customs Clearance procedures | 3 Star Rating | Customs Staff attitude | 2 Star Rating |
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| TERMINAL COMFORT - FACILITIES : Moscow Sheremetyevo Airport |
|   |   |   |   |
| Seating Areas - Comfort & Capacity | 3 Star Rating | Flight Information Screens | 3 Star Rating |
| Passenger crowding around terminal | 2 Star Rating | Airport PA Information | 3 Star Rating |
| Natural daylight in Terminal | 3 Star Rating | Disabled facilities / ease of access | 2 Star Rating |
| Terminal Ambience & Decor | 2 Star Rating | Quiet / rest areas | 2 Star Rating |
| Views of aircraft / runways | 4 Star Rating | Smoking policy / Smoking Rooms | 3 Star Rating |
| Cleanliness of Terminal areas | 3 Star Rating | Customer service counters | 2 Star Rating |
| Standard of air conditioning | 3 Star Rating | ATM / Cash machines | 3 Star Rating |
| Washrooms - Numbers / Location | 3 Star Rating | Bureau de Change | 3 Star Rating |
| Washrooms - Cleanliness | 2 Star Rating | WiFi facilities | 2 Star Rating |
| Showers - Availability /Cleanliness | 1 Star Rating | Public access Internet facilities | 2 Star Rating |
| Transit Hotel / Dayroom facilities | 2 Star Rating | Public Telephones | 3 Star Rating |
| Baby changing facilities | 2 Star Rating | Business Centre | 2 Star Rating |
| Children's Play facilities | 2 Star Rating | Boarding Gates : facilities / toilets | 2 Star Rating |
| Other Leisure facilities | 2 Star Rating | Boarding Gates : seating areas | 2 Star Rating |
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| FOOD & BEVERAGE : Moscow Sheremetyevo Airport |
|   |
| Selection of restaurants / food outlets | 2 Star Rating | Coffee shop / Snack counters | 2 Star Rating |
| Service in restaurants / food outlets | 2 Star Rating | International Food choices | 3 Star Rating |
| Opening hours of Bars / food outlets | 3 Star Rating | Local / ethnic Food choices | 3 Star Rating |
| Prices of food and beverages | 3 Star Rating | Currency acceptance in outlets | 3 Star Rating |
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| SHOPPING FACILITIES  : Moscow Sheremetyevo Airport |
|   |
| Shopping facilities : Landside | 2 Star Rating | Layout of Tax Free shopping areas | 3 Star Rating |
| Shopping facilities : Airside | 3 Star Rating | Variety of Tax Free shopping outlets | 3 Star Rating |
| Staff service in shops | 2 Star Rating | Prices in Tax Free shops | 2 Star Rating |
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 **SHEREMETYEVO AIRPORT customer review :  26 October 2010 by Y Kahanovych   (Ukraine)**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Customer Rating :  4/5 | 4 Star Rating | http://www.airlinequality.com/images/APT-5-FACE.gif   | Queuing | http://www.airlinequality.com/images/APT-10-FACE.gif   | Cleanliness | http://www.airlinequality.com/images/APT-5-FACE.gif   | Facilities |

Arrived in the old terminal F to long walk from the plane around the whole departing area crossing paths with departing passengers going to their gates. Immigration took about 10 minutes to clear. Overall ambience of terminal F wouldn't inspire you. Toilets clean. Going to Aeroexpress train I passed the new terminals e and d. Both looked clean and bright despite construction there and here. Aeroexpress terminal was also clean and good looking with nice food options. The train to the city was clean and on time - but they refuse to accept plastic cards if you buy combined ticket for train and underground. Cash only. So visit ATM first.

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**MOSCOW SHEREMETYEVO AIRPORT customer review :  25 September 2010 by Chris McQuaid   (New Zealand)**

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|  | Customer Rating :  2/5 | 2 Star Rating | http://www.airlinequality.com/images/APT-10-FACE.gif   | Queuing | http://www.airlinequality.com/images/APT-5-FACE.gif   | Cleanliness | http://www.airlinequality.com/images/APT-1-FACE.gif   | Facilities |

I swore after my first trip to Russia that I would never use this airport again, but unfortunately I had to use it three times on this trip (domestic only, so not having to transfer may have been a bonus). At least the AeroExpress from the city is a big plus but, despite what is advertised, the free bus transfer works only one way - it's provided by the airport, so travels inside the security perimeter to the domestic terminals. Of course, when you arrive on a domestic flight, you end up outside the terminal, and therefore outside the secure area, so you have to get the marshrutki shuttle (60 roubles) back to the AeroExpress terminal. Security and check-in for my first flight was very quck and easy, and I thought that perhaps things had improved in the last four years. That impression was very quickly ruined by my second visit - baggage took 40 minutes to arrive, causing me to miss check-in for my connecting flight. AviaNova staff moved mountains to get me on the plane, but it meant going through security 3 times, with all the rigmarole of shoes off and on, even though the security staff had already seen me go through the next scanner, 10 metres away, and then out of their own secure zone! At least there is now no smoking in the "No Smoking" area of the departure lounge. To top it all off, when I arrived on my last flight the baggage was on the carousel when we got into the terminal - talk about Jekyll and Hyde!

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**MOSCOW SHEREMETYEVO AIRPORT customer review :  8 September 2010 by Stefano Innocenti   (Italy)**

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|  | Customer Rating :  1/5 | 1 Star Rating | http://www.airlinequality.com/images/APT-1-FACE.gif   | Queuing | http://www.airlinequality.com/images/APT-1-FACE.gif   | Cleanliness | http://www.airlinequality.com/images/APT-1-FACE.gif   | Facilities |

Sheremetyevo is the worst international airport in the world. Terminal F is always in the old Soviet-style without air conditioning system. Communication isn't one of their strong point. Ads in English are very hard to understand. If you aren't Russian, everybody ignore you. Only two shops throughout the airport accept euros and orders are rude to all western people.

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**MOSCOW SHEREMETYEVO AIRPORT customer review :  19 August 2010 by Eduardo Alonso   (Spain)**

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|  | Customer Rating :  2/5 | 2 Star Rating | http://www.airlinequality.com/images/APT-1-FACE.gif   | Queuing | http://www.airlinequality.com/images/APT-1-FACE.gif   | Cleanliness | http://www.airlinequality.com/images/APT-1-FACE.gif   | Facilities |

Aeroflot is too optimistic about transfers in Sheremetyevo. A two and a half houres could not be enough if you have to change terminals. Wait in the plane for the bus, queue for control when you drop, queue for control when you exit, queue to control again when you arrive in new terminal and queue to boarding. Added with staff that never knos the answer. Maybe the worst airport I've been in a long time.

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**MOSCOW SHEREMETYEVO AIRPORT customer review :  11 August 2010 by A Johnson   (USA)**

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|  | Customer Rating :  4/5 | 4 Star Rating | http://www.airlinequality.com/images/APT-5-FACE.gif   | Queuing | http://www.airlinequality.com/images/APT-10-FACE.gif   | Cleanliness | http://www.airlinequality.com/images/APT-5-FACE.gif   | Facilities |

The old terminal 2 (now F) remains its dismal soviet self, but new terminals are great. Terminal D has a children's play room like a self-service daycare center. The prices at restaurants are still sky-high but at least now it gets you tasty food. One of the nicer and more helpful airports I've traveled through.

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**MOSCOW SHEREMETYEVO AIRPORT review :  22 June 2010 by M Simpson   (USA)**

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|  | Customer Rating :  1/5 | 1 Star Rating | http://www.airlinequality.com/images/APT-1-FACE.gif   | Queuing | http://www.airlinequality.com/images/APT-1-FACE.gif   | Cleanliness | http://www.airlinequality.com/images/APT-1-FACE.gif   | Facilities |

Numerous airport workers have no clue of what is going on. No one can answer your questions. They only scream at you for asking. You have to stand in line for hours to get a boarding pass, to go through passport control, to go through security, even to get to your gate. And what happened to chairs - there is no place to sit. Be aware of russian taxi drivers - they lie if you don't know the exchange rate. We were travelling transit from terminal B to terminal F and when we asked for a free transportation between terminals (like in any other normal airport) we got laughed at. Then the taxi driver tried to charge us three times the rate to drive us from one terminal to another.

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**MOSCOW SHEREMETYEVO AIRPORT review :  27 April 2010 by Sam Hill   (UK)**

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|  | Customer Rating :  1/5 | 1 Star Rating | http://www.airlinequality.com/images/APT-1-FACE.gif   | Queuing | http://www.airlinequality.com/images/APT-5-FACE.gif   | Cleanliness | http://www.airlinequality.com/images/APT-5-FACE.gif   | Facilities |

Words really cannot express how awful this place is. There are two terminals, one new and the other a dingy concrete warren. But the buildings aren't really the major players in what makes this airport so appalling. It's the organisation and the staff. You will be shouted at incessantly, made to stand in tight corners, made to follow staff for no clear reason and left by toilets, stairs, outside doors, expected to crowd together in tiny spaces to 'queue' for transfer as staff yell city names and drag confused travellers through the crowd, and then taken a different route, pulled through endless puzzling security gates, abandoned on buses for ages. I will do everything I possibly can to avoid ever seeing this airport again!

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**MOSCOW SHEREMETYEVO AIRPORT review :  19 April 2010 by D Dovlat   (Azerbaijan)**

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|  | Customer Rating :  2/5 | 2 Star Rating | http://www.airlinequality.com/images/APT-1-FACE.gif   | Queuing | http://www.airlinequality.com/images/APT-5-FACE.gif   | Cleanliness | http://www.airlinequality.com/images/APT-1-FACE.gif   | Facilities |

SVO Terminal F (old Terminal SVO2) - the worst airport terminal. Half of shops are closed, prices in cafes are higher than in London High Street Cafes - no money exchange facilities for currencies other than EUR and USD, so having enough money in GBP in your pockets you have to ask bartenders or shop assistants to change you GBP to USD or Roubles by very bad rate. SVO Terminal D new terminal - terminal is brand new and no duty free shops were operating at that time, cafes were selling foods only for Roubles. Also no money exchange facilities were available. Seats for waiting passengers were not comfortable, with partitions, so had to sleep in the floor while waiting for the connection flight after 5 hrs - only positive side was toilets which were new and clean.

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**MOSCOW SHEREMETYEVO AIRPORT review :  7 April 2010 by G Cleaver   (New Zealand)**

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|  | Customer Rating :  2/5 | 2 Star Rating | http://www.airlinequality.com/images/APT-5-FACE.gif   | Queuing | http://www.airlinequality.com/images/APT-5-FACE.gif   | Cleanliness | http://www.airlinequality.com/images/APT-1-FACE.gif   | Facilities |

We were leaving from Moscow to Auckland via Hong Kong and our only choice was Sheremetyevo. This airport is a real shambles. We arrived at around 7:30pm local time to check into our flight. Staff are impatient and have no idea what they are really doing. The whole airport looks more like a cave and I look forward to when the new terminal will open. Passport control is the next marathon. Warning - block your ears when the officer stamps your passport. His/ her aim is too scare you with the loud bang on the passport. After passing control, we had some time to look about in the airport. This is boring. Seriously, half of the shops are not even open, and cafes sell food at rip-off prices. After a while, our flight was boarding. Security check is a pain. There is one x-ray for two gates, and while our flight was boarding, another flight was boarding in the other gate, so this meant queues. Big ones. So big that we nearly missed our flight. So when we board, our flight is cancelled because a dodgy Ilyushin can't get it's engines to work properly. This meant that everyone had to get off and wait till another plane was available. The airport gave us coupons to buy food with, but in the whole of the airport, two, only two cafes/restaurants we're open. So we had to wait till the plane fed us. Staff didn't tell us anything at all, so we used newspapers, laid them on the floor and went to sleep.3 hours later, the grumpy staff finally announced that there was a plane available and everyone boarded.

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**MOSCOW SHEREMETYEVO AIRPORT review :  7 April 2010 by A Cuesta-Canada   (UK)**

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|  | Customer Rating :  1/5 | 1 Star Rating | http://www.airlinequality.com/images/APT-1-FACE.gif   | Queuing | http://www.airlinequality.com/images/APT-1-FACE.gif   | Cleanliness | http://www.airlinequality.com/images/APT-1-FACE.gif   | Facilities |

I stayed in SVO twice while in route to and from Hanoi, once in terminal F (SVO-2) and once in F being transferred to D (SVO-3). There is a world of difference between both. Terminal F is quite unclean and lacks services, but in exchange there are many benches, some of them in quite areas, where you can stretch and take a good nap. There is plenty of space to camp in the second floor, where no one ever goes for anything else. Proof of that is that there are several homeless people or stranded immigrants living there. In general it has the same quality that you would expect in a rail station if you would be backpacking on the cheap. Knowing that I had a long stopover I packed plenty of good food, which was a great decision since the available one at the airport is bad, expensive, and you need to manage to pay in roubles (the ATMs usually don't work). In addition to that there are huge queues for any process, and you will be required to do things by staff that won't identify themselves or explain why you need to do what they require. You will be asked to hand your boarding pass, your passport, you will be asked to follow them to any other place (don't lose sight of them or you are screwed). No one will tell you why your flight is delayed or when will it really fly. You will be boarded onto buses and forgotten in a parking lot for half an hour. The passport check process in terminal F was hilarious in its slowness and unefficiency. Amazingly in the end they will manage to get you into the flight, unlikely enough they seem to have some kind of control below the chaotic mess. The new terminal D is much nicer, clean and more staffed. It doesn't have many services yet, and you are likely to have the same problems than in terminal F regarding being herded without explanation from one side to another. One important thing to take into account is that travelling business won't make any difference to all the previous issues. In my first time in SVO my flight was delayed for 13 hours, so at the end they sent us to a hotel. Aeroflot had arranged only for double rooms, and single travellers were asked to find someone to share a room with. The only business traveller was not happy with having paid $3000 to share a hotel room with a stranger, and the result is that she had to wait until everyone else got a room, and fight hard with the hotel personnel to finally be granted a single room around 2am. I chose this airport for my trip because Aeroflot was the cheapest option by a 25%, and the trip back was really convenient. I don't think I would risk it again, with a short transfer time I would be scared of getting lost or stuck in a queue and if the staff is not aware I could join the homeless people in the second floor, and a long transfer time is never good, much less in SVO. From my second trip, I think 3h is a reasonable transfer time for this airport. I wouldn't recommend it to anyone who isn't hard enough to stand soviet style travel conditions. Otherwise give it a try, you could have stories to scare other fellow travellers in the future.

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**MOSCOW SHEREMETYEVO AIRPORT review :  30 March 2010 by N Meyer   (Germany)**

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|  | Customer Rating :  4/5 | 4 Star Rating | http://www.airlinequality.com/images/APT-10-FACE.gif   | Queuing | http://www.airlinequality.com/images/APT-10-FACE.gif   | Cleanliness | http://www.airlinequality.com/images/APT-5-FACE.gif   | Facilities |

As an international transit-passenger I only used the transit-area of brand-new Terminal D. The staff attitude was kind of a revolution for Russia - addressing passengers and offering help was never heard about before. Transit desk sufficiently manned. The same for the transit passport and security check. Most shops in Terminal D were still under construction, but bars and restaurants open. Just one disappointing thing: Bars and Restaurants only accept payment in cash roubles.

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**MOSCOW SHEREMETYEVO AIRPORT review :  22 March 2010 by Y Kiselev   (Norway)**

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|  | Customer Rating :  4/5 | 4 Star Rating | http://www.airlinequality.com/images/APT-10-FACE.gif   | Queuing | http://www.airlinequality.com/images/APT-10-FACE.gif   | Cleanliness | http://www.airlinequality.com/images/APT-5-FACE.gif   | Facilities |

This is a review of the new Terminal D! New terminal D, built by Aeroflot for itself and SkyTeam partners, is a great step forward compared to the old terminals of Sheremetyevo. Almost every part of my experience was above the average expectations. However, there were some disappointing problems. At the time of my trip terminal navigation signs were somewhat a mess - handmade and quite unclear. Very few cafes or restaurants were actually opened. There seemed to exist no WCs at the general admission areas (check-in zone on the 3rd floor and arrivals waiting area on the 1st floor) - instead, one had to spend well some minutes to find its destination on the "technical" 2nd floor. Boarding area for domestic flights was clearly too small for the given number of passengers, but OK for 1 hour waiting time. But the most horrible part of all the journey involving Sheremetyevo airport was a transfer from terminal D to terminal F (formerly known as 2). We had to wait for the bus over 40 minutes, because the first ones were fully packed by passengers behaving like they were fighting for their very lives. To summarise, I have to admit that terminal D is a decent long-expected improvement, but SVO and Aeroflot have to do more to reach the level of similar-sized airports like Prague, Oslo or Santiago.

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**MOSCOW SHEREMETYEVO AIRPORT review :  1 February 2010 by R Alirezaieyan   (USA)**

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|  | Customer Rating :  1/5 | 1 Star Rating | http://www.airlinequality.com/images/APT-1-FACE.gif   | Queuing | http://www.airlinequality.com/images/APT-1-FACE.gif   | Cleanliness | http://www.airlinequality.com/images/APT-1-FACE.gif   | Facilities |

This is the worst airport I have ever visited in my life. Going there to visit relatives, I step out of the plane into a brown colored air terminal that has clearly not been updated since Soviet times. I walk to Customs that takes an hour to get to and staff rude, unhelpful, and know no english. Fortunately, the man behind me knew Russian and English so he translated, and for reasons I don't know, they ask me where I was born. I reply Bandar-Gaz Iran and they pull me aside (even though I came with a US passport), start searching me and take me to the Chief (the only one who knew English apparently) and start asking me ridiculous questions such as, my home town, my alma mater, my affiliations, where I got my tickets, have I served in any military, my university major, what countries have I visited in the last six months. When I answer all these questions, they deliberate a little longer and check my name on several computers. Finally they let me go after an hour. When I get out, I find my family in a mess of people whom security gives no effort to control (they worry about finding terrorists more, like people from Iran). Store in Arrivals area is expensive and costs more to get a bottle of water than a Glass of Vodka and cigarettes. Restrooms filthy.

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**MOSCOW SHEREMETYEVO AIRPORT review :  19 January 2010 by R Knupfer   (Switzerland)**

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|  | Customer Rating :  2/5 | 2 Star Rating | http://www.airlinequality.com/images/APT-1-FACE.gif   | Queuing | http://www.airlinequality.com/images/APT-1-FACE.gif   | Cleanliness | http://www.airlinequality.com/images/APT-1-FACE.gif   | Facilities |

The annoyance already starts at the immigration control point: endless queues, the passport check lasts an eternity, the border control staff is unfriendly and incompetent (unable to communicate in English); the services at this airport are unsatisfactory at all points. The restaurants available are extremely expensive and the food offered miserable - my advice: try to avoid SVO for arrival/departure during your trip to Moscow DME (Domodedovo) would definitely be a better alternative.

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**MOSCOW SHEREMETYEVO AIRPORT review :  11 January 2010 by N Fegley   (USA)**

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|  | Customer Rating :  1/5 | 1 Star Rating | http://www.airlinequality.com/images/APT-1-FACE.gif   | Queuing | http://www.airlinequality.com/images/APT-1-FACE.gif   | Cleanliness | http://www.airlinequality.com/images/APT-1-FACE.gif   | Facilities |

Staff in Sheremetyevo Airport mean, prices in the stores are high and limited places to eat, walk and relax. I had to pay $20 for phone card to call my husband and made only one phone call, I talked only 2 minutes and my phone card was expired. I bought a bottle of water for $4 and never opened yet when security throw my water to the garbage. Security went through my baggage and checked each my close, and presents that I bought for my family. I didn't like this airport and I hope that I never have to fly through this airport again.

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**MOSCOW SHEREMETYEVO AIRPORT review :  9 January 2010 by K Jain   (UK)**

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|  | Customer Rating :  1/5 | 1 Star Rating | http://www.airlinequality.com/images/APT-1-FACE.gif   | Queuing | http://www.airlinequality.com/images/APT-1-FACE.gif   | Cleanliness | http://www.airlinequality.com/images/APT-1-FACE.gif   | Facilities |

What a dire airport. No fruit or vegetables in sight. Nothing but Alcohol, Cigarettes and perfume. In fact a bottle of water would set you back $7 US compared to a bottle of alcohol costing $4. Ridiculous is the word to use! Full of cigarette smoke. I thought it was illegal to smoke in public places now - not in Moscow Airport obviously.

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**MOSCOW SHEREMETYEVO AIRPORT customer review : 19 October 2009 : by O Bana**

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|  | Customer Rating : 1/5 | 1 Star Rating |

Indeed one of the worst airports in the world, at least when talking about an international major hub! I hope to see improvements when terminal 3 comes into operation, but don't hold your horses on that one - they been promising it for years. The worst thing about this place is the endless waiting, just because someone cannot be bothered to do their work! Some survival tips for transfer passengers - don't allow less than 2 hrs for transfers (within the same airline, terminal) - ensure you are the first to exit the plane - run for the transfer desk (staffed by one lady and her younger colleague who thinks its more important to chat on her mobile than serve 3 plane loads just arriving) - be polite, patient and don't ask questions. Smile a lot! (seriously hard, but try). If you need water be prepared to spent 5 Euros for a tiny bottle.

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MOSCOW SHEREMETYEVO AIRPORT customer review : 31 August 2009 : by Dorothea Bassett

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|  | Customer Rating : 1/5 | 1 Star Rating |

This is an old, dirty and horrible airport. Okay so they are undergoing renovation at the time, but the impression is like going back in time to the soviet era! Staff unwilling to make any efforts to help you out - you better have some money, because neither one of the two money machines were willing to give out any currency at all! Toilets are filthy, only redeeming feature of Sheremetyevo is the new train station across the road - which is still under construction, but at least there you find clean modern facilities and new coffee shops and seats to rest in. But otherwise be aware - this is an old, battered and run down place! let's hope the renovations will eventually improve some of the most horrible aspects- the toilets!

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MOSCOW SHEREMETYEVO AIRPORT customer review : 15 April 2009 : by Sergey Chikmaryov

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|  | Customer Rating : 1/5 | 1 Star Rating |

Simply terrible. I hate this airport, it's dirty, small without any comfort, there is no place to sit, you have to wait for ages for passport control or luggage than you fly in. Rude and useless staff. Of course, you can use Domodedovo but what should do unlucky ones who (like me) must use SVO because there is no other way to fly from Moscow to some destination?

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MOSCOW SHEREMETYEVO AIRPORT customer review : 15 April 2009 : by Yevheniy Kahanovych

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|  | Customer Rating : 1/5 | 1 Star Rating |

T2 is like return to old Soviet times. Dark, claustrophobic, inefficient, overpriced, tired and not clean. The only place which is bearable is their new railway station with direct rail link to the city. The station is airy and has some places to seat down and relax (Starbucks etc.), so would recommend to stay there as long as possible. Then give yourself 10 mins to reach terminal 2 and at least 2 hours to check in for shorthaul flight. Remember not to rush, because their security is incompetent, very slow and become too happy if they can delay you somehow. Layout is idiotic, especially on arrivals, and nothing can be easliy found there. The pluses were fast immigration with no lines, train link to the city and Aeroflot check in staff who were nice.

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MOSCOW SHEREMETYEVO AIRPORT customer review : 15 April 2009 : by C Dunlop

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|  | Customer Rating : 2/5 | 2 Star Rating |

If you like looking at tall beautiful women, this airport is great, as you will see many of them working in the duty-free stores. If you enjoy being ignored by said women and anyone else who works here, you're in for a treat. As other reviewers have said, this is an airport to be avoided at almost any cost. Dull, dirty and expensive. The coffee shop girl gimped us on our change when we paid in euros, giving us rubles and making up her own conversion rate it would seem. The only people who even tried to be service minded were the 2 little old ladies selling newspapers. Ground crew shouted at us as if we were naughty 4 year olds. Our gate number was changed 3 times in less than 2 hours, with no real explanation why or if it would change again.

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MOSCOW SHEREMETYEVO AIRPORT customer review : 12 February 2009 : by R Hayes

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|  | Customer Rating : 1/5 | 1 Star Rating |

I am based in Moscow and have to use Sheremetyevo airport on a weekly basis to travel around Russia and to destinations in former soviet union. It is an absolutely loathsome place and to be avoided if at all possible. It is without a doubt the worst major international airport I have ever been to. Immigration at terminal two can often take one hour. Terminal c is somewhat better. My advice to anyone coming to, or passing through Moscow is use Domodedovo airport in the south. It is overcrowded, but much more user friendly. It also has a good, frequent and cheap train connection to Pavaletskaya station in central Moscow. If you do have to use Sheremetyovo at any time except the weekends you are also advised to use the railway to connect to down town area. I have frequently spent in excess of two hours trying to get in to Moscow on the dreadful traffic clogged Leningradsky highway.

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MOSCOW SHEREMETYEVO AIRPORT customer review : 12 February 2009 : by Hector Torres

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|  | Customer Rating : 2/5 | 2 Star Rating |

I am a frequent flyer to Moscow, specifically SVO 2: These are my tips and hopefully they help. When Arriving to SVO2, make every attempt you can to get to passport control before anyone else does. I say this because the lines are painfully slow and if your lucky you do not get stuck in the line in which the passport control official decides to go on break and leave you standing there. typical line wait time is 10 minutes per person in front of you, try to get there in the begining of the line. SVO2 has two corridors for you to choose from either green or red, green if nothing to declare and red if you have something to declare. Tip: Dont bring anything you have to declare becuase you are in for a long wait, typically the green corridor is a straight walk out into the recieving area and you will see friends and family immediatly. RED a very long wait depending on how many officials you have working, most of the time its one person. Be prepared, dont go outside I say this because you will be overrun by hundreds of taxi drivers, each trying to grab your bag and take you to moscow or scare you to get in there cab, they have no concept of space when coming at you. They speak barely any english and will typically overcharge you. Just go to the taxi desk inside airport and pay the guy a fee and he will get you a cab at a reasonable price. Reasonable being typically about 25 to 30 US, or 1200 rubles or less. Exchange some money before leaving airport, they will hand you a reciept that reciept you can use to exchange money when you leave plus its good to have some rubles before heading out into moscow, typically have your bank card with you, your more likely to find an ATM more over than a travelors check cashing place. A lot of people do not speak english. The younger generation learn it in school but forget it as they do not speak english all the time unless they work in a job that requires it. Show them respect and learn the russian language or at least learn key phrases, you will be surprised how a few key phrases help you out. As a tourist if your in a city more than three days you must register, typically the hotel will register your tourist visa and passport. But if traveling outside of moscow know the local laws of each of the cities specially if you plan to stay there with friends, know where you can register and understand this without connections politically or economically domestically in that area, be prepared for it to take a while for the registration if your a tourist and your local friend does not have connection to cut the line. Departing - We all like getting to airport early, dont do it. Dont come to airport until two hours before because not allowed to check in before schedule departure. A lot of smoking areas before the gate checkin TGIF and so forth. Get rid of your rubles becuase once you enter your gate all they will accept is EUROS. Western Union has a good exchange rate in that country when it comes to RUbles. ATMS will vary greatly in fees, if you do not understand the ATM do not use it. Each ATM will charge a different fee based on the amount being withdrawn. Use bank atms and limit your use of stand alone atms, the fee is percentage and will vary. Try to use only bank atms if you can. Always carry cash, I noticed one thing outside of MOSCOW, alot of places do not take visa or American Express, Most of the time its Master Card. Carry rubles always.

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MOSCOW SHEREMETYEVO AIRPORT customer review : 26 January 2009 : by Farouk Mogheth

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|  | Customer Rating : 2/5 | 2 Star Rating |

Arriving from Prague and connecting to Bangkok by Aeroflot. I guess my criticism will not be as painful as before since this time I was ready for what to come. But after 1.5 years I saw only partial positive developments and the main issues (serious ones) still stand. Had to use bus to get to terminal (Aeroflot attendant informed that this is due to lack of available gates) where visibly we see that 80% of gates were free and remained so for the duration of my 5 hrs transit stay. Bus remained closed with a fully packed A320 passengers jammed in one bus. Transit gate that welcomes you with a lady officer devoid of human emotions but did her job, then going through tedious security gates that need (without exceptions) you to take off shoes and belts. The terminal of SVO2 is very small, was small and became even smaller. New shops that look clean and selling rather expensive stuff. This time there are several ATMs available which was great since last time none was available and no one accepted cash for food - otherwise nothing real to talk about. The upper floor was spacious where so many were sitting on the ground - now technically almost non available since its been eaten out by some offices/storage? Nice to see how the officials think that walking and buying can assist passengers to spend their time in the Terminal. None of the magazine stands sell internet cards or credit (Ads for www are everywhere). Found by chance that only next gate 20 there is a free www wifi transmission. Log on, you will see a clock ticking (24hrs free access per IP address). Keep the page open and open a new one and you have www - saved me from death by utter boredom. Cannot wait for the new terminal as this one is still a great embarrassment. As mentioned here by most passengers, no smiles and do not expect any customer service - at best you will be barked upon if you dare ask anything.

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MOSCOW SHEREMETYEVO AIRPORT customer review : 20 December 2008 : by Dave Molinari

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|  | Customer Rating : 2/5 | 2 Star Rating |

I consider Sheremetyevo 2 airport close to the worst international airport I've ever been in. It is ugly, people unfriendly, few places to sit, and annoying taxi drivers everywhere in the arrival area. It's also amusing to me that they have a book shop there that has "Books" and "Magazines" written in English on the sign, but there are no English publications there. However, since I have been there many times, I can offer some tips to make it more bearable. First, there is a TGI Fridays restaurant there and it is pretty good. They have English menus and the servers can speak enough English, as well. Secondly, there is a lounge on the upper floors that is not obvious to find. Take the elevator up there (I can't remember what floor) and you will have at least a reasonable level of comfort. The furniture is worn and the place has a dirty feeling to it, but there are places to sit, you can order food, play pool, or sit in front of the huge windows that overlook the runway. There is also internet there. The bathrooms are not great. As mentioned by others, delay going into the final gate after passport control as long as possible since there is absolutely nothing to do there and hardly anywhere to sit. Check the departure boards to see when your gate is open since it won't be available until about 90 minutes before the flight. Passport control is better than it used to be, so I've found that you can get through it fairly quickly. Plus, if you get stuck in line and your flight is about to leave, just start shouting your destination to the workers there and they will often help you to the front of the line. Another peculiar thing I finally resolved for myself is that since you must wait for your gate to be opened, there are doors to that section that you must go through first. There are always a lot of people standing there and it looks like you are in for a long wait, however, I finally noticed that most of those people are friends and family of travelers and their just saying goodbye to them. You are able to walk right past them usually. I've never found the information booths to be very useful, so I don't have any helpful hints for you there. The English level of workers is abysmal for an international airport, so be prepared for that. For arrivals, I agree with previous comments that it is best to have arrangements made for someone to pick you up. It relieves a huge amount of chaos for you after a long flight. The passport control, while inconsistent, has become much faster than in years previous. I've never had trouble with baggage claim. If you need to take a taxi, use the official desk that has black and yellow checkers on it. There is one in the baggage claim which is quite handy, but there aren't always people working there for some reason. Still, there is an equivalent desk once you get outside customs. It is not cheap, but at least you get a guaranteed price up front and the cars are new and comfortable. If other taxi drivers approach you, don't look them in the eye or they won't leave you alone. Just keep walking and say "nyet" over and over until they walk away. If you need cash, there are ATM's everywhere. That's all I can think of for now. I always use an extremely useful line that serves experienced Russia travelers well. It is "you should have seen this place 5 years ago." Any newcomers have to believe that they are seeing a much improved airport, though it will probably be hard to imagine.

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MOSCOW SHEREMETYEVO AIRPORT customer review : 21 October 2008 : by Jose Vazquez

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|  | Customer Rating : 1/5 | 1 Star Rating |

Last September I flew in as a transit passenger to go to Ukraine. I knew that I had 6 hours to wait for my flight. Aeroflot Transit desk check me in and told me to return in 4 hours. I had to wander around the narrow corridors of the terminal due to some contraction going on there and no place to sit. Full of smoke all over the airport, being an international terminal nobody could speak English or any other language other than Russian - not to count the rudeness of the personnel at the terminal. The lounges and restaurants are a complete ripoff lousy food, and lousy service poor ventilation and plenty of smoking people. Finally the 4 hours are up headed to the transit/transfer lounge and they took the group of people downstairs and if felt like transfer of prisoners. Now getting into terminal one - you have to go though security even that you came from a secure area of the terminal as transit passenger - obviously logic is not functional here. Once I got in I have to say that Terminal impressed me a lot more that terminal two. Good areas for sitting good restrooms, and places to eat and drink - language was a problem but terminal ok. On the way back transferring from terminal 1 to terminal two was more efficient since it was 4 hour delay, still felt like exchange of prisoners. I read promotions about terminal two as being a premiere terminal for the russian people - if they call this premiere they can keep it and advise international passengers to find another way to enter Russia or go to other countries. My wife and I have agreed the next trip to Ukraine we are changing planes somewhere else in Europe.

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MOSCOW SHEREMETYEVO AIRPORT customer review : 13 October 2008 : by Michael Ryan

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|  | Customer Rating : 1/5 | 1 Star Rating |

The worst airport I have been to in my life! Toilets are a shame, no paper, no running water, very dirty. Long line at the check-in counter and no one seems to care, no staff to handle problems and no chairs to sit on while waiting for your flight. Everything on the airport is a rip-off, from taxi to food - its a bit better now that there is an aeroexpress connection to Savelovskaya station but hopefully we will see a much better and efficient terminal 3 very soon.

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MOSCOW SHEREMETYEVO AIRPORT customer review : 19 August 2008 : by Alonso Fernandes

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|  | Customer Rating : 3/5 | 3 Star Rating |

Transit via SVO 4 times last 3 months. No seating, awful lounges, terminal under construction so it’s full of dust and not very clean, feels claustrophobic. Very efficient for short connection (you can manage it in 15-20 minutes if you let the transit staff know) as gates are very close to each other, but totally unsuitable for anything over 1:30 hours as simply there is no space to rest. On tight connection the transfer desk people were paging me to let me trough the transfer checkpoint immediately and it took me less than 10 minutes from deplaning to boarding, Impressive. As for the staff, the dragons at the crystal doors after the transit desk usually let you wait there till a group forms before letting you out to the departure areas. If they make you wait for too long use the bell by the door to annoy them and they will let you pass. I forgot a suit bag on my incoming plane, and the agents at the departure area Aeroflot transfer desks did everything they could to get it for me before my next flight, including running all over the airport, once again impressive and I really appreciated. 0 stars for hardware, 3 stars for transfer convenience and staff. Looking forward to use the new SVO 3 terminal.

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MOSCOW SHEREMETYEVO AIRPORT customer review : 14 August 2008 : by Vadim Makarov

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|  | Customer Rating : 1/5 | 1 Star Rating |

The worst airport I've been to. It has taken me four hours from the moment the plane touched the runway to check into a hotel in Moscow. First, one and a half hours waiting for the baggage to appear on the belt. Then half an hour to figure I am not going to get a taxi at any sane price (ie. less than EUR 80), about an hour in a city bus to the outskirts of Moscow (bright point: the bus cost EUR 1, but it was all full and I had to stand the entire hour), then another hour in a taxi to the hotel. I wanted to speak at the Aeroflot desk about my frequent flyer membership, but the desk was closed for half-hour break, with a waiting line in front of it. I ditched it, too. The whole comedy seems to be an insult and a problem to Aeroflot. Being the major airline using the airport, at the very least they could run a regular bus service to the downtown Moscow. I would be quite willing to shell out EUR 20 or so to have a seat in a bus that did not stop twenty times along the way and took me to someplace closer to the city center.

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MOSCOW SHEREMETYEVO AIRPORT customer review : 7 June 2008 : by R Brizzi

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|  | Customer Rating : 1/5 | 1 Star Rating |

I have been flying in and out of this airport for the past two months and I think it is great! If you love suffering and misery that is. It is without a doubt the worst airport in europe. It is drab, inefficient to the point of ludicracy and an absolute nightmare to get to and from. Leaving on a flight at 10pm, you will have to leave the city at around 5:30pm and be prepared to spend 2-3 hours in traffic. You will go through 3 security points - customs and passport control. Everything takes twice as long compared to anywhere else - you will need the full two hours before your flight to get through all the hoops. Past passport control there are a few duty free shops - nothing interesting and some restaurants on a raised level that has no lift - so if you are not good at stairs - forget about them. This airport is an embarassment to Russia.

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Moscow Sheremetyevo Airport review by M Jackson

5 May 2008  **Customer Rating** : 

I was laid over in terminal 1 for 6 hours between Vienna and Bishkek, and I don't want to be overdramatic, but I will: this terminal is like one of the levels of hell. It was like spending a day held hostage in a branch of H Samuels. The whole of the waiting area is geared towards selling expensive goods, like kalashnikov-shaped bottles of vodka, and chunky wristwatches. All of the food is overpriced. Whenever I saw passengers with a problem, the staff treated them as though they were 7-year olds who still couldn't tie a shoelace. Although there are windows, there were no windows to look out of and the inside is so drab, so it has a timeless quality to it (in the Limbo, rather than the Righteous Brothers sense). Very worst of all is the lack of seating; The raised balcony level is wide enough for a two-lane road, and yet there's nothing there but people sitting or lying on the floor, some of whom who have had the foresight to bring a piece of cardboard as a seat. Insane. In summary the general impression that I got from Sheremetyevo Airport is that the architects and staff hate you and have made a concerted effort to make your realisation of this hatred into a well- rounded day out. Thank goodness I didn't have to leave the airport and get a taxi.

Moscow Sheremetyevo Airport review by Walter Sun

23 April 2008  **Customer Rating** : 

Avoid this airport if you can. If you need to get into Moscow, then be ready to either get ripped off by the taxi driver and or get stuck in traffic and or take like 3 different modes of transport just to get inside Moscow. There is no excuse for such a pitiful airport because if you fly into Domodedovo, the service, transportation link (direct rail) into Moscow and everything about it is almost on par to other international airports.

Moscow Sheremetyevo Airport review by Robert Long

15 February 2008  **Customer Rating** : 

Terminal 1 - to blow it up is too easy a way out. Staff are most non helpful people there is - whole building is disgraceful. Dont get a boarding card for the next flight from terminal 1. The woman wants a ticket to stamp, and a boarding card is not acceptable, and she is ignorant that she does not know that they take the ticket when issuing a boarding card. So shout as loud as you can for a supervisor, then she throws the ticket at you - then happiness you have got past the security desk. Dont ask for information at an information desk, even if your flight is delayed and there is no announcements in English or Russian as to what is happening, they turn their back and walk away. Terminal 2 works quite well, but terminal 1 is only for Russians who accept anything from some one in uniform. Dont try writing and complaining, no one answers. Dont have a short connection from 1 to 2, because the transit has never worked. If you have an SU flight and its code share, with SAS for example, they will not assist and tell you to get a bus, its not the 25 rubles it costs, its the time and lost flight. Then try explaining why you want to check in after the check in is closed, they either dont believe or dont care. Terminal 1 is the worst. They complain and say its the bad country they live in, its not - its the people who accept this service. I am told that 1000 rubles helps as a bribe. They take this to expedite the service.

Moscow Sheremetyevo Airport review by Damion Heersink

15 February 2008  **Customer Rating** : 

Flew through in transit. Upon landing the customs agent wouldn't open the transit door for those of us just passing through (he chuckled at us for 20 minutes). I had a slight problem with my business class Aeroflot ticket, and to fix it I was sent on a run-around to 3 desks. I finally called the ticket office in New York who then called (3-way) to the desk in Moscow (with me standing right there!). It seemed there were more of these stores selling Rolexes, nice vodka and perfumes, etc. than there were gates. Paid 30 Euros for a pretty bad piece of salmon at one of the upstairs restaurants, but the server was actually very nice. In fact, aside from the Aeroflot people and the transit door operator I found most of the local shopkeepers, restaurant staff, and fellow travelers to be helpful and friendly. One man saw I had no Ruble coins for the vending machines so he kindly bought me a bottle of water. But that's the only good part: the place exudes depression, indifference to passenger comfort and convenience, and a kind of black-hole. Many people were sitting/lying on the floors with looks on their faces as if they had been there a while and didn't know when they were leaving. Flight to Beijing was delayed 5 hours but we were never told why. A relic of the Communist past, the only reason I'm giving S2 a 2 Star rating and not a 1 Star is because the locals I met made the stay bearable and interesting. This is the Detroit Greyhound Bus station of international air travel.

Moscow Sheremetyevo Airport review by R Alexander

8 January 2008  **Customer Rating** : 

I have used Sheremetyevo airport many times over the past few years, and now terminal 2 is being upgraded and made to be more customer friendly. I think that there is a terminal 3 being built mainly for Aeroflot, hopefully International and domestic flights that will save having to go to the disgraceful terminal 1, which is a hangover from Soviet times, to catch a domestic flight. Terminal 1 ought to be blown up to a zillion pieces as it is very bad.

Moscow Sheremetyevo Airport review by Kenny Andreasen

30 November 2007  **Customer Rating** : 

I have been through SVO many times when flying Aeroflot, and even though conditions have improved over the years after all, it's simply not good enough. When I tell people about SVO I often hear "come on, it's Russian", but why is that an excuse? When flying from Europe to Asia, the transit times are often several hours. There is nothing to do, no nice places to rest if you don't want to pay far too much for a small cup of coffee. All staff look tired and as if they don't want to be there (which they probably don't). The atmosphere is old and dirty (and who got that brilliant idea with the world's ugliest piece of art in the ceiling). So why do I keep flying Aeroflot? Because it is cheap, and the airline itself is fair . But come on, with very little improvement conditions at SVO could be raised drastically.

Moscow Sheremetyevo Airport review by L Hopkins

26 October 2007  **Customer Rating** : 

I was stuck in the airport for 9 hrs and it wasn't a bad experience. It is very true that you should take toilet paper and a lawn chair because there are maybe 30 seats in the entire airport. Just beware the vendors are not very helpful. If you need help proceed through the airport and you will find two small windows with Aeroflot employees that will guide you very slowly. It is an experience you will not soon forget, but interesting just the same.

Moscow Sheremetyevo Airport review by A Durukan

2 September 2007  **Customer Rating** : 

Don't use it if you have other options, it is worth the money, even extra waiting hours. Bad colors make you feel you're in a den, non-smiling, unhelpful, unkind, non English speaking personnel. People eat, sleep and rest on the floors. Avoid this airport.

Moscow Sheremetyevo Airport review by Greg Galik

25 August 2007  **Customer Rating** : 

Never again. Terrible, no place for rest, people sit, eat, sleep on every available square centimetre. Not many of them left as the airport is packed with shops selling the same stuff. You will be well informed where to buy grog, cigarettes, perfumes, but you will never find a sign where is the only one information. Friendly advice to the airport management, there is some spare spaces in the toilets, you can put some shops there.

Moscow Sheremetyevo Airport review by R Rees

10 August 2007  **Customer Rating** : 

Arrived at Sheremetyevo on a 12 hour flight from LA and all of the horror stories I read about this airport were true. The plane was parked on the tarmac and we were bussed to the terminal and passport control. At passport control there were about 1000 people all trying to get through only two lines for foreigners and one line for residents - I was in line for 1 hour 45 minutes. After passport control is the baggage claim area - the only way I can describe it was "complete chaos"! The conveyor belt that carried our baggage was broken and so the workers were crawling back into the unload area and dragging our baggage from there and then throwing in on a huge pile! Luckily I spotted my bag and was able to get a Russian worker to retrieve it for me from behind the wall where it was sitting. I left the airport as quickly as possible, thankful I made it through such an awful place with my baggage.

Moscow Sheremetyevo Airport review by Sally Fraser

31 July 2007  **Customer Rating** : 

Sheremetyevo 2. Flying Lufthansa to Frankfurt on a Friday afternoon. We found this airport to be pleasant and efficient. The layout is good with lots of places to eat and drink and many duty free shops to wander around. Security, customs and check in all went without a hitch and took about 15 minutes in total although we did see longer queues later in the afternoon. Toilets are not the best and mostly without paper. Two problems we encountered are no escalators to the first floor and also once you check through your departure gate, you cannot come out again. Once inside this area, there is very limited plastic seating and no other facilities, so stay outside in the duty free area until your flight is ready to board. There are illuminated signs at each boarding gate displaying the flights leaving from it and you don't have to walk miles to get to them as they are all off the main area in a circular fashion. Would use this international airport again.